



MATANUSKA-SUSITNA BOROUGH

Department of Emergency Services

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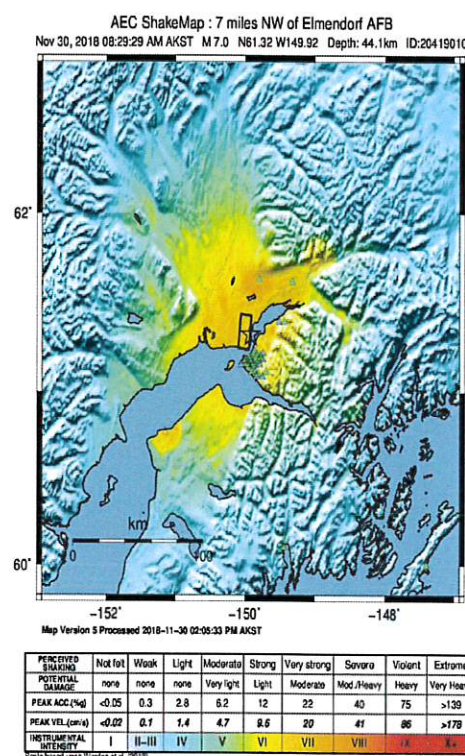
QUICK-LOOK AFTER-ACTION REPORT JANUARY 29, 2019

Executive Summary

South Central Alaska experienced a 7.0 earthquake located 10 miles north of Anchorage, at a depth of 29 miles, on November 30, 2018 at 8:29 am. It was followed by numerous significant aftershocks. Wide spread damage occurred to structures and roadways throughout the MatSu Borough as well as the Anchorage Municipality.

Governor Walker declared an emergency for the State at on November 30, 2018. This declaration served to make available state resources to assist with efforts to repair critical infrastructure and recover from the incident. President Trump declared a federal emergency on November 30, 2018.

The purpose of this report is to analyze the planning and response to the incident, identify strengths to be maintained and built upon, identify potential areas for improvement, and support the development of corrective actions.



OBSERVED STRENGTHS

- **Matcom was able to maintain call receiving and dispatch services throughout the incident even though suffering physical damage to the dispatch center.**
- **Matcom rapidly staffed their dispatch center with additional call takers and radio operators.**
- **Assignment of a liaison at Matcom assisted in communications between the EOC and Matcom.**
- **DES was able to answer all requests for service although some calls had to be re-prioritized and stacked.**

Providing Outstanding Borough Services to the Matanuska-Susitna Community.

OBSERVED STRENGTHS

- Fire Service Areas and EMS were able to manage the requests for emergency services including 2 structure fires, 31 EMS calls, and 111 calls for fire department assistance, which included 49 reported gas leaks.
- The MSB School District competently protected the students in their care and conducted rapid assessment of damages.
- MatSu Regional Medical Center was able to maintain their services and overcame structural and operational challenges in providing care to 117 persons injured by the earthquake.
- The Response Group Incident Action Plan software worked well to develop the ICS 201 form, 209 situation report form and as a communications channel between the EOC and the Dispatch liaison.
- A shelter for displaced persons opened quickly at the Menard Sports Center.
- Contact to City, MSB and State Officials were quickly made.
- Incident Management Team worked well and was flexible and cross-trained enough to fill multiple roles.
- Scale of the Incident Management Team matched the requirements of the situation.



ASSIGNED	OBSERVED AREAS FOR IMPROVEMENT	CORRECTIVE ACTION
Emergency Management Mohrmann/Cook 6-30-2019	Ensure critical tasks are conducted	Implement current step-by-step operations book for the EOC, including: <ul style="list-style-type: none"> • Call in required personnel to staff EOC. • Develop EOC group in Alert Sense • Notify critical partners of location of EOC. • Secure EOC.
Emergency Management Mohrmann 6-30-2019	Improve situational awareness	Add SOP/checklist to contact Matcom, 9GBase, to determine their status and to initiate recall of all EMS/ Fire/Rescue personnel as applicable.
Emergency Management Mohrmann/Cook/Barkley 6-30-2019	Improve situational awareness	Develop methodology to determine condition and response capabilities (full, partial, none) of Fire/EMS and Rescue service agencies.
Emergency Management Mohrmann 3-1-2019	Improve situational awareness	Update checklist and contact information for critical infrastructure/agencies to determine status. Include DOT, MSB Public Works and AST to determine road and bridge conditions. <ul style="list-style-type: none"> • Review and update phone contacts. • Add missing contacts • Add e-mails. • Distribute information to authorized stakeholders
Emergency Management Mohrmann/Cook/Barkley 7-1-2019	Improve Common Operating Picture	Update contact list to include the Borough Mayor, Borough Manager, City Mayors/Managers to provide situation briefings. Initiate SOP for re-call of those individuals and train appropriately.

Emergency Management Mohrmann 7-1-2019	Improve Common Operating Picture	Establish system and SOP to provide periodic conference calls with key and critical partners for information sharing.
Emergency Management Mohrmann 1-11-2019	Ensure critical tasks are conducted	Print all checklists. Install checklists on all IMT IPADS (possibly on TRG software)
Emergency Management Mohrmann 7-1-2019	Improve Common Operating Picture Improve communication procedures/abilities	<ul style="list-style-type: none"> • Implement SOP to post Org charts in EOC. • Codify duties/responsibilities of MSB Liaison to Matcom
Emergency Management Cook/Mohrmann 3-1-2019	Improve communication procedures/abilities	Develop a kit for the MSB Liaison
Emergency Management Cook/Barkley/Butcher 7-1-2019	Improve communication procedures/abilities	<ul style="list-style-type: none"> • Determine level of calls we will respond to and prioritization. • Suspend "parroting " by Dispatch.
Emergency Management All Staff/Mohrmann/McCrae 3-1-2019	Improve communication procedures/abilities	<ul style="list-style-type: none"> • Have personal phones registered to FirstNet. • Provide a radio to the Liaison at Matcom. • Complete and update Disaster Comm plan.
Emergency Management Cook/Markle 7-1-2019	Improve Incident Management Capabilities.	Work with IT Department to expand and improve network capability for use of IMT in Station 6-5, including printers, computers, phones and supplies.
Emergency Management Cook/Markle/Bishop 7-1-2019	Ensure proper safeguards are established for volunteer organizations and spontaneous volunteers assisting in disasters	<ul style="list-style-type: none"> • Determine existing vetting policies of assisting organizations. • Establish written and approved MOUs with assisting organizations. • Use existing approved waiver forms for spontaneous volunteers.

Emergency Management Cook/Mohrmann/Friend/Leaders 3-1-2019	Improve information flow to the public.	<ul style="list-style-type: none"> • Prepare template emergency messages to the public for each type of emergency, particularly response to gas leaks. • Prepare to use WEA and EAS to distribute messages as well as social media and releases to broadcasters. • Use existing capabilities as needed.
Emergency Management Leaders/Cook/Barkley/Moosey 7-1-2019	Improve information flow to the public.	Within the first hour, provide situation report, safety message and direction to the public through public notification systems, media, social media and press conferences.
Emergency Management Clemons/Leaders/Cook/Dolan 3-1-2019	Improve public's perception of role and operation of Orion self-reporting damage assessment system	<ul style="list-style-type: none"> • Modify introductory message on self-reporting feature of Orion. • Work with Orion to information completed by property owners automatically complete other required forms. • Implement quarterly training with O&M staff in Orion Operation.
Emergency Management Mohrmann/Cook 1-31-2019	Improve information flow to the public.	Implement current SOP to document and time stamp all actions taken to respond and mitigate the incident.
Emergency Management Mohrmann/Markle/Clemons 3-1-2019	Provide required resources	Update resource book with contact information for critical resources.
Emergency Management 7-31-2019	Provide required resources	Purchase a stockpile of shelf stable food for EOC personnel.
Emergency Management All staff Ongoing	Improve IMT team's abilities.	Continue cross-training and exercise routinely to develop capabilities.

Emergency Management Cook/Barkley/Directors/Moosey 7-1-2019	<p>Improve Common Operating Picture</p> <p>Improve communication procedures/abilities</p> <p>Ensure critical tasks are conducted</p> <p>Improve information flow to the public</p> <p>Provide required resources</p> <p>Improve IMT team's abilities</p> <p>Improve communication procedures/abilities</p> <p>Improve situational awareness</p>	<p>Implement and activate standing EOC activation and usage at Station 6-1.</p> <p>Re-train and exercise EOC staff to be able to function in EOC role with EOC apparatus.</p>
DES/Emergency Management Cook/Barkley/Moosey 7-1-2020	<p>Standing "HOT" EOC</p> <p>Improve Common Operating Picture</p> <p>Improve communication procedures/abilities</p> <p>Ensure critical tasks are conducted</p> <p>Improve information flow to the public</p> <p>Provide required resources</p> <p>Improve IMT team's abilities</p> <p>Improve communication procedures/abilities</p> <p>Improve situational awareness</p>	<p>Develop, implement, train and exercise HOT EOC setup in COW building.</p> <p>Work with the COW to lease current WPD building for HOT EOC capability.</p>